



Insight Managed Services

Technical support services for Office365 and Azure

Insight Managed Services (IMS)



Insight Managed Service (IMS) are a true extension of your IT team.

IMS support packages:

- **Basic** – diagnose faults or issues
- **Standard** - investigate and resolve complex issues
- **Advanced** – proactive managed service



Insight Managed Services (IMS)

Benefits

- **Remove or postpone need to invest** in training regarding Office365 and Azure for your personnel
- **Removes** administrative burden
- Gives your existing service desk a boost with **24/7 support** and specialist skills
- **Free up your service desk** to focus on supporting your customers' business through advisory and pro-active support
- **Benefit** from local language support during business hours
- **Monitor** real-time performance remotely (NOC)



Customer Success Journey



We are committed to your ongoing success. That is why you'll be assigned a dedicated multilingual Customer Success Manager to support you with maximising the potential of your CSP



Technical Support Services: **Azure & Office 365**

Advanced Launch: H2 2018

- Chargeable, Proactive Managed Service
- 24 x 7
- Monthly report and service review
- Includes add-on modules

Standard

- Chargeable, Reactive Managed Service
- 8 x 5 (GMT or CET) coverage
- Monthly report and quarterly service review
- Launch Q4 2017

Basic

- Free, Managed escalation to Microsoft
- CSP customers only
- Available now

- Azure and O365 Platform level only
- Chargeable services designed around:
 - Incident Service
 - Advisory Service
- Add-on modules available for customers to extend their coverage
- Delivered by Insight Managed Services (IMS) & CSP Customer Success Team (CST)
- English only
 - 'Best endeavours' on: DE, FR, ES, IT, NL, SE

Insight Managed Service (IMS) delivers services enabling clients to choose the level of service suitable for the IT environment

What's in CSP Technical support?

Our Service:

Available in two tiers: Basic* and Standard, the service provides our Partners with access to the people and information needed to support their customers Office 365 journey. As a foundation, both service levels cover Partners for unlimited issues or incidents relating to the Office 365 / Azure platform. Standard level support provides enhanced coverage, including valuable 'Advisory' services to provide guidance and help to optimise the Office 365 / Azure environment and includes a broader scope of problem resolution.

*FOC to all CSP customers, Standard is chargeable.

Why Insight: We are the Indirect Provider to manage today and transform tomorrow.

Manage

- Efficiency
- Scalability
- Dependability
- Convenience
- Speed

Transform

- Depth of capability
- Innovation
- Vision
- Consulting & solution orientation
- Relationship investment
- Partner alignment

Common Service Foundation: Operations

* DE/FR/ES/IT/NL/SE languages provided as 'best endeavours'.

Hours of operation: English*

UK based call centre

Phone support

Ticket based support system

SLA and incident monthly support

Response time to initial ticket request (P1/P2 hours)

Response time to initial phone call

Maximum named contacts

Service changes / updates notifications

Notifications and advisory reports

	Basic	Standard	Advanced (Launch H2 2018)
Hours of operation: English*	08:00-17:00 (local) Mon - Fri	08:00-17:00 (local) Mon - Fri	24/7
UK based call centre	✓	✓	✓
Phone support	✓	✓	✓
Ticket based support system	✓	✓	✓
SLA and incident monthly support	X	✓	✓
Response time to initial ticket request (P1/P2 hours)	2 hours / 4 hours	2 hours / 4 hours	15 mins / 2 hours
Response time to initial phone call	30 secs	30 secs	30 secs
Maximum named contacts	1	5	10
Service changes / updates notifications	X	✓	✓
Notifications and advisory reports	X	✓	✓

These are the foundational operating model we offer to our clients. Monthly reports will be sent to the client to highlight SLA success rate plus volume of incidents raised, the severity, the time to resolve each issue

Summary: Basic to Standard

	Basic	Standard
Authorised Contacts	1	5
Advisory Requests	0	20
Advisory Reports	No	Yes
Access to Add-on Modules	No	Yes
Monitoring: Azure Platform	No	Yes
Azure Planned Maintenance Notification	No	Yes
Service change & update notifications	No	Yes
Service Review	None	Quarterly: <ul style="list-style-type: none">• Customer Success Team• IMS representation• Sales representation
Monthly Report	None	E-mail + additional communications options
CSP Pack availability	N/A	Clients with CSP packs can receive up to 3 months, 'free of charge' for Technical Support.

Technical Support – Key Features



* Includes all features available within BASIC

Pricing Model



Azure Support

- €110 + 10% of subscription per month



Office 365 Support

- €110 + 10% of subscription per month